Restrict the Agent and Agent Teams that can be selected in the ticket assignment drop-down menus Collecting Feedback

- Ahmad Sahrizal
- **Име на форума:** #Feature Request

Dear Deskpro,

We'd like to be able to restrict what agents can select in these drop-downs:

For example:

Agent A is included in Team 1 (consist of A and B) and Team 2 (A and C), so A have ability to assign ticket only to his team (Team 1 and Team 2)
and to Agent Member in his team (A, B, C).

In additions, I think it will be nice if Deskpro can separate Agent based on brand. so if Agent Layer 1/First Line Agent that receives ticket first from user, they can escalate ticket only to Agent that belong to his/her brand.

Коментари (2)

Mahmoud

преди 2 години

When assigning a ticket to an agent, we want to be able to set it so that the agent can only see team members or agents who have access to that department. Thank you!

Gerry Hooper

преди 8 години

We would like to have the option of creating multiple Agents lists/groups for other Agents to choose from. For example, Agents in Group 1 will only have the option of assigning tickets to Agents in Group 2, etc. They would not be able to see any other Agent not in that group. Thank you.